
EFFECTIVE

August 1, 2016.

Subject(s)

1. Interpretation and Translator Services.
2. Parking for South Grand Building.
3. Miscellaneous.

**1) Interpretation
and Translator
Services****APF-113, Interpretation and Translator Services**

Michigan Department of Health and Human Services (MDHHS) will provide interpreter or translation services for individuals with limited communication skills, including speaking, hearing, reading or writing the English language

MDHHS must provide services to all consumers who are LEP within a reasonable time, and at no cost to the consumer, during the delivery of all significant treatment, legal procedures and when obtaining informed consent.

When a MDHHS employee determines a need for over-the-phone interpretation service contact Linguistica International.

Linguistica International provides services in Spanish, Chinese (Mandarin and Cantonese), French, Japanese, Polish, Russian, Vietnamese, Armenian, Cambodian, German, Haitian Creole, Italian, Korean, Portuguese, Farsi, Tagalog, Thai, Urdu and other languages.

Linguistical International will determine what language is needed for interpretation and translate the conversation to the MDHHS employee and caller.

Reason: 10.1.3, Interpreter/Trnslator Services, has been converted from the former Michigan Department of Community Health Facilities/Hospital Centers Manual.

**2) Parking for
South Grand
Building****APO-214, Parking for South Grand Building**

The Bureau of Organizational Services (BOS) monitors parking spaces in the following parking lot locations:

- Lewis Cass Building – Executive Lot – 42 parking spots
- South Grand – 135 parking spots

The Department of Management and Budget (DTMB) will maintain oversight and direction over the parking lots, which includes any fees that are required for parking.

All Michigan Department of Health and Human Services (MDHHS) 17 level civil service designated positions (and above) will be eligible for a parking assignment in the above lots upon request. The parking spot remains with the position, so for example if the 17 level and above position(s) is vacant, the parking assignment remains vacant.

Reason: Consolidation of former Michigan Department of Community Health and Michigan Department of Human Services.

3) Miscellaneous**APO-101, Form Development and Use**

Minor grammatical corrections were made to APO-101, Form Development and Use.

APO-103, Business Card Request Process

Official business cards are available for Michigan Department of Health and Human Services (MDHHS) staff and contract employees as deemed necessary by management.

Forms, Mail and Records Mgmt. (FMRM) design business cards to the strict specifications (fonts, inks, and format) specified in the [Administrative Guide to State Government](#).

To request business cards, complete DHS-104-BC, Business Card Requisition, available in the MDHHS Forms Library.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Added Items ...

[APF 113](#)
[APO 214](#)

Changed Items ...

[APO 101](#)
[APO 103](#)